APPENDIX A

N.C. MEDICAID PROGRAM AUTOMATED VOICE RESPONSE SYSTEM
24 Hours Per Day
1-800-723-4337
Except 1:00 a.m. to 5:00 a.m. on the 1st, 2nd, 4th, & 5th Sunday,
and 1:00 a.m. to 7:00 a.m. on the 3rd Sunday

The Automated Voice Response (AVR) system allows enrolled providers to readily access detailed information pertaining to the North Carolina Medicaid program. Using a touch-tone telephone, providers may inquire about the following:

☎ Current Claim Status   ☎ Checkwrite Information   ☎ Drug Coverage Information
☎ Procedure Code Pricing   ☎ Prior Approval Information   ☎ Recipient Eligibility Verification
☎ Hospice Participation   ☎ Refraction Benefit Limitation   ☎ Dental Benefit Limitations
☎ Managed Care Enrollment
   [Carolina ACCESS (CCNC), ACCESS II (CCNC) or HMO]

Refer to the following transaction codes and information before placing your call. (Note: Providers will be allowed up to 15 transactions per call.)

Transaction	Description	Required Information
1	Verify Claim Status	Provider Number, MID, "FROM DOS", Total Billed Amount
2	Checkwrite Information	Provider Number
3	Drug Coverage	Provider Number, Drug Code, and DOS
4	Procedure Code Pricing, Community Alternative Pricing and Modifier Information	Provider Number, Procedure Code, Type of Treatment Code or Modifier Code
5	Prior Approval	Provider Number, Procedure Code, Type of Treatment Code or Modifier Code and MID
6	Recipient Eligibility and Coordination of Benefits; Managed Care Status;	Provider Number, MID or SSN#, DOS, and "FROM DOS" **Note**: Response includes HMO or Carolina ACCESS (CCNC) PCP Name and Phone Number
7	Sterilization Consent or Hysterectomy Statement	Provider Number, MID, and DOS
9	To Repeat Options 1-7	

Alphabetic Data Table
The following table is a reference for using alphabetic data. Use the numeric codes to identify the letters necessary. Be sure to press the asterisk (*) key before entering the numeric codes.

A- *21	E- *32	I- *43	M- *61	Q- *11	U- *82	Y- *93
B- *22	F- *33	J- *51	N- *62	R- *72	V- *83	Z- *12
C- *23	G- *41	K- *52	O- *63	S- *73	W- *91	
D- *31	H- *42	L- *53	P- *71	T- *81	X- *92	

The alphabetic code is represented by two digits. The first digit is the sequential number of the telephone key pad where the alphabetic character is located. The second digit is the position of the alphabetic character on the key. For example, "V" is on key #8 in the third position, thus 83.

Note: Refer to the **July 2001 Special Bulletin II,** *Automated Voice Response System Provider Inquiry Instructions* for detailed instructions on using the AVR system. This special bulletin is available on DMA's website at http://www.dhhs.state.nc.us/dma/bulletin.htm.